

ON-LINE MERCHANDISE RETURN LABELS

ABSTRACT OF THE DISCLOSURE

A system and method for providing return labels for remotely purchased merchandise, via the Internet. The method begins with receiving, from a customer, a request
5 to initiate return processing, via a web access tool (such as a web browser) associated with the customer. Return information (such as identification of a transaction relating the item to be returned and identification of the customer) is displayed at the web
10 access tool. Return-related data, such as a selection of a return item, is received from the customer via the web access tool. This information is used to generate a return label, which may be downloaded to the customer for printing.